

POSITION GUIDE NONAPPROPRIATED FUNDS

Title: Custodial Worker Supervisor
FLSA: Non-Exempt

Pay plan/Series/Level: NS-3566-01

Citations: US OPM FWS JGS, Custodial Worker, 3566, 9/68.
US OPM FWS JGS, Supervisors, 12/92.

Supervisory Controls: Works under the direction of the Executive Housekeeper or higher level supervisor, who provides general instructions, standard procedures, overall priorities and policies, and relies on the incumbent to control work operations and accomplish an adequate quantity and quality of work. Work is reviewed for efficient and economical accomplishment of duties and overall customer satisfaction.

Major Duties: Serves as **shift supervisor** in the housekeeping section exercising supervisory responsibility over employees and work in the assigned area of operation. Oversees the cleaning of rooms, corridors, stairways, and common areas; and the availability, use and storage of housekeeping supplies and equipment. The occupation and non-supervisory grade level that best reflect the nature of the overall work operation supervised is Custodial Worker, NA-3566-02.

Planning: Plans the use of workers, equipment, facilities, and materials on a day-to-day or project-by-project basis. Adheres to work priorities, project schedules, resources, and detailed work plans established by supervisor. Follows customary work cycles and sequences in planning work assignments. Tracks and reports progress on work assignments and requests authority to adjust worker assignments and to use overtime, equipment, and materials to meet schedules. Recommends changes to schedules, priorities, and work sequences as necessary and makes minor deviations in procedures or redirect resources under to overcome problems such as unplanned absences.

Work Direction: Assigns work and provides technical direction; helps in accomplishing difficult work steps. Observes work in progress to anticipate and resolve problems; reassigns personnel and coordinates work among the workforce and with other supervisors to maintain progress and to meet schedules. Inspects completed work for quality and production. Reports possible or actual work delays to higher-level supervisors.

Administration: Supports and explains management programs to subordinates. Recommends performance ratings, training, disciplinary actions, changes in performance, and the most suitable applicants for vacancies. Investigates grievances and complaints, resolves them informally and notifies supervisors of those of a serious nature. Assures safety and housekeeping procedures and practices are observed. Maintains work reports and records.

Evaluation Statement: Title and series determination. The non-supervisory work of the section which best reflects the overall nature of the work operations supervised is Custodial Worker, 3566. Therefore, the title and series assigned to this position is Custodial Worker Supervisor, NS-3566.

Grade determination: This job involves the supervision of employees engaged in trades and labor work and thereby meets the coverage of the Job Grading Standard for Supervisors.

Factor I. - Nature of supervisory responsibility. As shift supervisor, the incumbent carries out supervisory responsibilities that match those described for Situation #1.

Factor II. - Level of work supervised. NA-02.

Factor III. - Scope of work operations supervised. Subfactor A, Level A-1, 30 points; Subfactor B, Level B-1, 25 points; Subfactor C, Level C-1, 5 points. Total points = 60 = Level A.

Applying the Situation #1 Grading Table, the combination of grade, NA-2 as the level of work supervised and Level A as the scope of work operations converts to NS- 01 as the final grade.

Final Classification Determination: Custodial Worker Supervisor, NS-3566-01.

